



Refunds and Cancellation Policy

Version 1.0

Tyree Domains is committed to ensuring that you are completely satisfied when it comes to the products and services we provide. This document outlines our refund and exchange policies for our array of products and services.

If you are considering a refund or cancellation and feel you may need help, you can always discuss your options via billing@tyreedomains.com.au or by submitting a new ticket through to our Billing team from within your Dashboard.

If you believe you may have purchased the wrong product, or the product you purchased does not suit what you require, please contact our Billing team as exchanges or refunds are on a case-by-case basis in this situation.

Any service that is cancelled or terminated because of a breach of one or more of our policies, or if the use of the product/service is found to be fraudulent, the purchaser will not be entitled to any refund, exchange or account credit.

Please see the appropriate section below for your product or service. If you are not able to find it within this document, please refer to our section titled "Other Products/Services", or contact our Billing team for further clarification.

SSL Certificates

All of our SSL Certificates come with a 30 Day Money Back Guarantee. If you are having any problems with your SSL certificate, or are having trouble installing the certificate, we recommend you first contact our Support team to see if our experts can assist. You can access support via support@tyreedomains.com.au, or by submitting a new Support Request via your Dashboard.

Please note that due to certain CA (Certificate Authority) limitations, the 30 Day Money Back Guarantee does not apply to the purchase of additional SANs (Subject Alternative Names).

Web Hosting

Our Starter, Balanced and Premium shared hosting services all come with a 30 Day Money Back Guarantee, no questions asked. If your shared hosting service has been active for more than 30 days and you decide you wish to cancel your service, we will simply submit a cancellation request via your Dashboard and we will automatically refund any pro-rata amount as credit to your account.

WebParrot Website Builder

WebParrot comes with a 30 Day Money Back Guarantee, no questions asked. You can cancel your service via your Dashboard. Once cancelled, your website will remain unpublished in a 'Free' state for a total of 30 days from the date that the cancellation request is actioned. During this time, you will still have access to the website and can freely edit the website within WebParrot. If during this time you decide to re-publish the website through the WebParrot interface, the related service will be automatically reinstated and an invoice will be issued.

Marketing & SEO Services

This section includes, but is not limited to, Advanced Site Consultation, Blog Outreach, Link Clean Up, Organic SEO, Local SEO, Competitive SEO, Mobile Optimisation, Web Design, E-Commerce Design, On-demand Developers and Designers, Content Writing, Infographics, Logo Design, Business Card Design, Email Newsletter Design, Email Signature Design, Reputation Management, Social Media Management, PPC Advertising, and Optimised PPC Landing Pages. These services are on a pre-paid subscription basis, and payments are usually managed and reconciled on a month-on-month basis. Where you have multiple Projects with us, you may request that work be ceased on one Project and the remaining work be allocated to another Project. Tyree Domains reserves the right to first allocate any remaining budget to services that may benefit any of your other Projects. If you change your mind about your continuation to do work with Tyree Domains during the course of an active campaign, you will be responsible for the amount of work already completed. Depending on the amount of work completed at the time of cancellation, you may either receive a full refund, partial refund, no refund, or owing additional fees. Due to the nature of our work, we do not assure any refunds upon cancellation. The premature termination of a campaign may void the refundability of the 30 day deposit in the contract. You must request a cancellation of your SEO service(s) via your Dashboard. Cancellations may be requested only within the 10 day window prior to the launch of the campaign. No refund will be provided for cancellations requested after the campaign launch date. In the event that any violation of the "Marketing Terms and Conditions" occurs, Tyree Domains reverses the right to cancel the agreement without providing a refund.

Other Products/Services

Any product or service not listed above will fall under this category of "Other". These products and services do not carry a refund guarantee, and are either non-refundable, available for exchange only, or are refundable/exchangeable under certain conditions. To find out eligibility, or to enquire about a refund/exchange, please contact our Billing team.

Account Credit

If you have any unused account credit in your account, simply contact our Billing team via your Dashboard to request a withdrawal to a nominated bank account. We refund credit amounts to **bank accounts only**. That means no PayPal, no credit cards, and no crypto currencies.

Policy Breach and Fraudulent Use

If any service is cancelled or terminated because of a breach of one or more of our policies, the purchaser will not be entitled to any refund, exchange or account credit.

Using any of our products or services for fraudulent use in any way, shape or form is completely against our Terms and Conditions. If in the event that any of our products or services were purchased for fraudulent use, the purchaser forfeits the right to a refund/exchange, and the related products and/or services will be immediately cancelled/rejected/revoked.